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## CASE STUDY

# Hilton Australia builds a Shared Services Centre to distribute knowledge and reduce overheads across the portfolio

Our client Hilton Australia manages dozens of properties in locations across Australia and Asia-Pacific. To benefit from the group's scale, it was decided to cluster services in a **single centre of excellence** based in Sydney, to service their entire Australian operation.

## ✕ Challenges

With dozens of properties across the region, certain capabilities in Accounting, Finance or Payroll were duplicated, while others were lacking in certain locations.

Remote locations in particular had a hard time recruiting the right talents to provide all required support services.

With outdated paper-based processes and different ways of working in each property, compliance with certain group-wide policies was a challenge as well.

## ☑ Our solution

The DocMX team analysed the existing processes and worked with the client teams to design efficiency improvements:

- It was decided to cluster Finance, HR and Payroll services for all Australian properties into a single centre of excellence based in Sydney.
- Accounts Payable, Accounts Receivable, HR and Payroll processes were digitised and automated to enable seamless collaboration between the different properties and the Shared Services Centre.
- No more physical paperwork was required for these processes.

“During the implementation, we found the input of the DocMX team invaluable: they listened to us when needed, but also went their own way and gave advice and thoughts on efficiency improvements.”

Boudewijn Kok, Hilton

## Benefits

**Compliance:** finance & HR processes are conducted in line with group policies and current legislation.

**Skills & knowledge distribution:** all properties can now benefit from the highest-quality services provided at the group level.

**Overheads efficiencies:** significant financial savings and productivity increase with less staff required, reduced printing costs, and staff focusing on value-added tasks rather than admin.

**Collaboration across department silos:** with one central information repository, all properties and departments are able to communicate efficiently.

**Data and network security:** latest data security, storage and recovery features powered by Amazon AWS, compliance with ISO standards for data security.

**User-friendly powerful Cloud solution:** quick user adoption with little training, little workload for the Hilton IT teams.

### FEATURES

Document Management  
Process Automation  
Collaborative Workflows  
Data Security  
Amazon Cloud & AI

### SOLUTIONS

Accounts Payable & Receivable  
Auditing & Approvals  
Human Resources  
Shared Service Centres  
E-signatures

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